

# **Positive Passporting Initiative**

## **ILNI Event**

7th November 2023

**Your Voice,  
Our Journey**

# The Patient and Client Council (PCC)

- Created: 1 April 2009 as part of the reform of Health and Social Care (HSC) in Northern Ireland.



**Population of N.Ireland:** approx. 1.9 million  
(25 June 2021 NISRA)

**PCC:** 30 staff approx.

- Offices: Belfast, Lurgan, Ballymena, Omagh.  
Hot Desk: Derry/ L'Derry

# ≡ PURPOSE

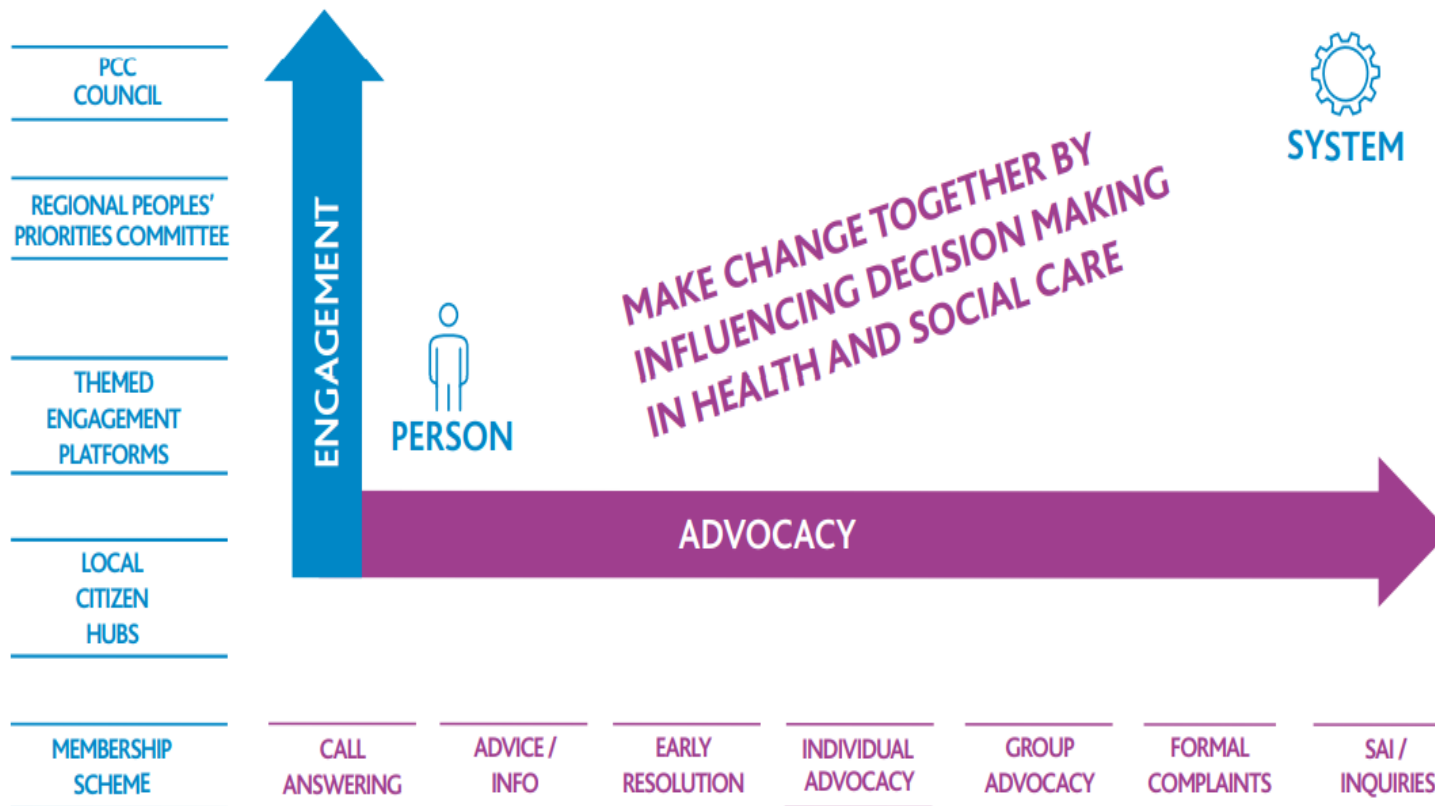
We are an *independent, influential voice*: a trusted catalyst for change. We connect people to Health and Social Care services so that they can effectively influence these services. We do this by walking beside people, empowering them. We navigate and advocate.

## With respect to health and social care services, the PCC

- represents the interests of the public;
- promotes the involvement of the public;
- assists people making or intending to make a complaint;
- promotes the provision by HSC bodies of advice and information to the public about the design, commissioning and delivery of services;
- undertakes research into the best methods and practices for consulting and engaging the public.



# HOW WE WORK



# Concept

- The Patient & Client Council recognize a need to develop a 'positive passporting' approach to meet the needs of service users engaging with the PCC, who may require services that PCC may not provide.
- This concept is anchored within the PCC service standards of mediation, partnership, co-production and relationship-based approach to working in partnership with other agencies to ensure the service user at point of contact with PCC, has an avenue of advocacy and support that PCC will positively passport the individual to.



# Evidence Base

The Service Standard as identified by [www.gov.uk](https://www.gov.uk) helps teams to create and run great public services. The Service Standard highlights the need to;

- Understand users and their needs
- Solve a whole problem for users
- Provide a joined-up experience across all channels
- Make the service simple to use
- Make sure everyone can use the service
- Have a multidisciplinary team
- Use agile ways of working
- Iterate and improve frequently

[Service Standard - Service Manual - GOV.UK \(www.gov.uk\)](https://www.gov.uk/service-manual)

# Evidence Base

**Myron's Maxims** identify a simple way of working within a living system. In particular, the Theory looks to 'connect the system to more of itself' and in doing so, identifies how a system works and how the individual or organisation works in that system and with that system.

Using this theory PCC may develop positive passporting with the aim of ensuring the service user experiences the feeling of being in 'safe hands' as PCC works more effectively within the systems in which advocacy is offered within N. Ireland.



# **‘Start anywhere, follow everywhere’**

PCC have targeted the Positive Passporting Initiative with agencies that could meet the needs of service users that PCC may not:

- As PCC cannot **‘Investigate your complaint’** we have developed a relationship with the ICO who have a different remit
- Where PCC cannot **‘Provide you with Legal advice’** we have linked in with the Law Centre, Children’s Law Centre & Ulster University Law Clinic
- Where PCC cannot **‘Offer financial support’** we engaged with Advice NI who can offer financial advice & guidance





# **‘Start anywhere, follow everywhere’**

- For **‘Help/Support with housing, benefits or complaints about’** we have built a relationship with the Homeless Prevention Forum, a group of 19 organisations working around homelessness and housing rights who offer a range of supports related to housing issues within N. Ireland including a prisoner support program
- For **‘anything other than health and social care’** we are working with Disability Action, BDA, Migrant Help, Macmillan, SANDS etc. to ensure our clients have access to expert advice for their specific issue beyond a health and social care concern. This is particularly valuable when a service user may need support or accompaniment to **‘a medical/clinical appointment’** and PCC may link in with the relevant partner organisation to ensure the client has additional support.



# **‘Start anywhere, follow everywhere’**

Whilst not exhaustive, the focus would begin with these areas, to ensure that all service users have access to support in their first point of contact with PCC. The aim would be to expand these issue-specific areas of support to allied agencies, statutory and non-statutory agencies, public and private sector and charitable organizations, to establish a Memorandum Of Understanding to break down barriers to accessing support and reach more individuals within N. Ireland.



# **‘The process you use to get to the future is the future you get’**

Through the process of relationship building with external agencies and providers, PCC aims to create a more inclusive environment for service users accessing HSC services and as a by-product of this, expanding positive experiences through positive outcomes for those service users.

Concentric circles of respect, advocacy and support for service users may only serve to ripple outwards to a more cohesive societal experience of advocacy and support.

The hope is that PCC may contribute to building a lasting framework of support for service users than exists beyond HSC and improves access to services, service development and service user experience within N. Ireland.



# Our Goals

- The Positive Passporting Initiative aims to explain PCC's role supporting the public in independent advocacy and engagement, underpinned by a 'network of networks' approach
- Gain a better understanding of the role and function of our partner organisations/ network
- Explore the merit of developing a referral pathway with each partner organisation, with the goal of establishing a Memorandum of Understanding for future joint working
- **PCC Positive Passporting Initiative seeks to create an N. Ireland wide and all specific-issue forum for collaborative working**

# Referral Pathway Outline

Establish a referral pathway to consult regarding service users' needs, in order to;

- Make direct referral to partner organisation
- Accept direct referral from partner organisation
- Joint working between PCC & partner organisation on behalf of service user
- Professional guidance to partner organisation on supporting the service user with HSC issue and/or partner organisation professional guidance to PCC on client's behalf



# Positive Passporting & Accessibility

- PCC commitment to accessible services
- PCC commissioned a working group with the British Deaf Association (BDA)
- PCC held a focus group with members of the BDA
- Established the main barriers and concerns around accessibility to information
- Outcomes for learning & PCC website redesign
- Next Steps embedding within PCC practice



# PCC Engagement Platform

- Monthly LD platform
- Engagement with SPPG around Resettlement
- Lived experience to underpin SPPG decision making
- PCC review of the regional learning disability services model with DoH
- Link with DoH regarding Post-COVID landscape impact on services
- Linking in with the SHSCT around carer representation

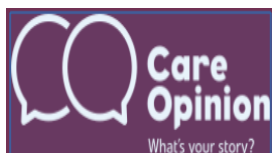


**Jackie Kelly**  
Senior Practitioner

Office: 028 9536 8271 | Mobile: 073 9231 7109

 [www.pcc-ni.net](http://www.pcc-ni.net)  [@PatientClient](https://twitter.com/PatientClient)  [@PatientAndClientCouncil](https://facebook.com/PatientAndClientCouncil)

# Partner Organisations





# Thank you

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